



CVS Rochdale Case Study

PQASSO* AND BURNSIDE COMMUNITY CENTRE

*Practical Quality Assurance System for Small Organisations

Kerry Edwards, Administrator at Burnside Community Centre shares the PQASSO experience.

Why did you decide to implement PQASSO?

As an organisation we decided to implement PQASSO to have a systematic structure in place that is active, adaptable and isn't a static document. With the uncertainty which surrounds our core funding at the present time it was imperative to make this first step in having a system in place that will be able to clearly demonstrate how we operate as an organisation, also to have a system in place that works for us in identifying gaps in service and be able to have an action plan.

What was the training like?

I went on the two full day course at CVS Rochdale to become a PQASSO champion and found it very useful in gaining a full understanding of PQASSO, what it can do for organisations' and how it can support the fundamental foundations of an organisation who values best practice and sustainability. From the training I felt able to go back to work and understand what I could do to start the ball rolling as it were.

How easy is the process to work through?

We have worked through the PQASSO process in stages and we are well on our way to completing Level 1 (August 2010) and then hopefully move onto Level 2 within the next twelve months and have it externally accredited. Our Management Committee have been fully behind the process and see it as a way to move forward and be able to demonstrate to national local funders that Burnside Centre is a fantastic organisation to invest in and be able to clearly demonstrate our commitment to charitable activities with a sound foundation in management structure. Also most important is to show the structural capacity and the ability to spend funding wisely for its intended purpose – for the benefit of the local community.



Date: 13 December 2010

Why is it a good idea?

The benefits of working towards a quality assurance scheme are;

- Having a clear focus of where we want to be in the future
- A nationally recognised mark of standard
- Having a robust system to demonstrate our working practice
- Bringing the different strands of our organisation together and having all levels within it able to voice concerns and suggestions to a common aim.



Tips for organisations considering a quality assurance system

I think the best advice I could give to other organisations is; the PQASSO system can be flexible to suit all needs and can be adapted to get the best out of it for your service users and the longevity of your organisation. Quality Assurance is something which we work towards every day and PQASSO is an excellent way to demonstrate this.

How can your organisation get involved with PQASSO?

If your organisation is interested in using a quality management system then contact our dedicated Quality Assurance Officer. CVS Rochdale offers training, free PQASSO work packs, discounted CD ROMs, individual mentoring and a peer support group in order to raise awareness of quality assurance within the Borough of Rochdale. Elaine Grace, Quality Assurance Officer can be contacted on tel: 01706 631291 or email:

e.grace@cvsr.org.uk

When Burnside has been awarded with the PQASSO Quality Mark at Level 2 they will be able to use the logo pictured. Also pictured is the logo from the Charity Commission as they endorse PQASSO Quality Mark at Levels 2 and 3.

